



This Train Leasing Company Keeps Its Mobile Employees on the Rails With BlackBerry UEM

The Organization

Founded in 1994, Angel Trains is one of Britain's leading train leasing companies, and works with every franchised operator in the country. With a fleet comprising over 4,300 vehicles, the firm is passionate about financing and delivering high-quality modern assets to its customers, and collaborates with organizations such as the Government, the Rail Delivery Group (RDG), the Rail Supply Group (RSG) and other stakeholders to modernise and improve the UK's train fleet.

Angel Trains is also a strong believer in corporate social responsibility. It goes to great lengths to stay sustainable and environmentally-friendly by recycling and repurposing old trains while also working primarily with ISO 14001 approved suppliers; the firm has invested over £4.7 billion into acquisitions and refurbishing. Employees at both its London and Derby offices also regularly participate in charity events and fundraisers.



Industry Transportation

Location United Kingdom

Employees 120

Products BlackBerry UEM, BSCP/BlackBerry Gateway

<http://www.angeltrains.co.uk/>

The Challenge

Because Angel Trains does business with companies in so many diverse locations, it's essential that they equip their employees with mobile devices. Ease of use is paramount, second only to security. The assets they manage are incredibly high-value, they need to ensure that their staff have quick and secure connectivity if something goes wrong.

"We have quite a large number of mobile users, so obviously the climate for mobility was there," explained Angel Trains IT Support Manager Anthony Albon. "And because we manage and lease trains out to so many different operators around the UK, security and IT are both central to what we do."

For a time, Angel Trains met their needs through MobileIron. Unfortunately, employees soon began to demand greater feature diversity and support for a wider selection of devices. MobileIron's EMM solution couldn't keep up.

"In the past, we've had a very light touch in terms of MDM," said Anthony. "Controls only – we checked the devices weren't jailbroken, and that they had the relevant password and security requirements. Recently, there's been a push to support iPhones and things like that, along with access to internal services – stuff employees can't ordinarily access out of office."

The Solution

Angel Trains needed an EMM solution that would allow them to support a large, diverse mobile fleet from a single screen. This solution needed to be easy to use, allowing staff to quickly access the company's internal Exchange server wherever they happened to be. Most importantly, it needed the capacity to eventually support the addition of new options, features, and connections down the road.

After careful consideration, Anthony and his colleagues made the decision to deploy BES10 alongside MobileIron, and eventually moved everything to BlackBerry UEM.

"We have a long history with BlackBerry, dating back to the days of the BlackBerry 7230," Anthony said. "Since we were already using BES10, moving to UEM and ditching MobileIron seemed like a natural choice. Part of the reason for this transition was UEM's superior support for device flexibility. Since Angel Trains uses a mix of different devices - mostly iOS, with some Android and BES10 smartphones - single-screen management of these

devices was always a challenge. MobileIron was ill-suited to address this challenge, a core driver in the firm's decision to drop it."

The transition was carried out over a period of months as part of a device renewal process with the help of Appurity, one of the top UK BlackBerry partners. When it came time for an employee to receive a new device, they were given one that was deployed on the UEM server, and their old hardware was decommissioned.

"I've found that a smartphone – even one that's deployed by your business – becomes a very personal thing," Anthony explained. "By doing the migration gradually, we didn't have to reset something that was already working for someone. Overall, it went a lot smoother than I thought it was going to – it was very seamless and very simple."

In addition to BlackBerry UEM, Angel Trains also deployed BlackBerry's Secure Gateway Service alongside BlackBerry Secure Connect Plus.



“BlackBerry UEM’s interface is powerful and clean, and it’s intuitive enough for end-users to self-provision. We’re going to keep using – and upgrading – for a long time.

As a company, and within IT, we have a lot of experience with BlackBerry powering our business. Since we were already using BlackBerry, moving to UEM and ditching MobileIron to meet the expanding needs of our users seemed like a natural choice.”

- Anthony Albon
IT Support Manager, Angel Trains

The Results

Since installing BlackBerry UEM, Secure Gateway, and Secure Connect Plus, Angel Trains has enjoyed increased efficiency and connectivity. Together, the solutions also mean there's much less of a load on IT. And through BlackBerry's solutions portfolio, the firm has everything it needs for its future plans, which include the implementation of mobile Jabber clients, containerized email, single-sign-on support, and expanded employee access to corporate intranet and resources.

A Better Admin Interface

BlackBerry UEM's new interface is both clean and easy to understand, allowing single-screen management of every device in Angel Trains' mobile fleet. The dashboard is much more intuitive than other EMM tools they've used, and its deep integration with the rest of BlackBerry's portfolio allows new solutions to easily be added on an as-needed basis.

Easier Enrollment and Deployment

With older versions of BES, enrolling a device was an involved, technical process that required IT to

input a device's SRP number. BlackBerry UEM does away with the complexity of that process. Employees can now register and enroll their devices themselves using an email and an activation password.

"In the past, we weren't keen on letting employees activate devices themselves," Anthony explained. "Enrollment was a lot more complex and confusing, and there was a lot more potential for mistakes. Now it's just a matter of putting your email in, accepting certificates, entering your activation password, and setting off with your device. It's much easier, and that's made quite a difference to us."

A Long-Term Partnership

Appurity, one of the leading UK BlackBerry channel partners, has been of great help to Angel Trains. After helping the firm set up BES10, they later assisted with the migration to BlackBerry UEM. Today, they remain available to assist with any technical issues Angel Train runs into, and to help them deploy any additional BlackBerry solutions

